

NRRS Refund Process

January 2002



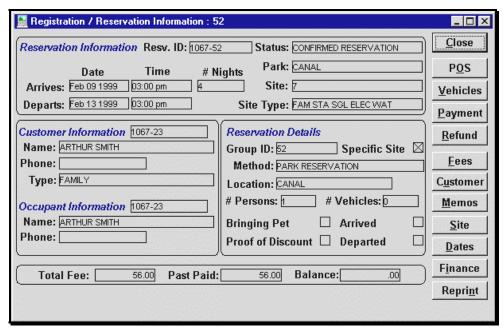
Introduction

With the new parameter settings, the system will generate a negative balance, which will show on the *Reservation/Registration* window. Processes differ for credit card and non-credit card payments.

Non-Credit Card Payment Type

Use the following scenario as a guide for payments using non-credit card payment types.

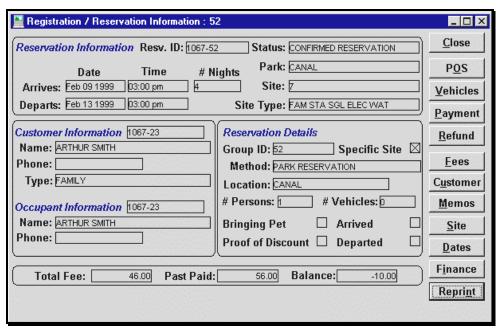
1. The reservation is paid in full using a non-credit card payment type and has a zero balance.



Customer paid \$56.00 cash

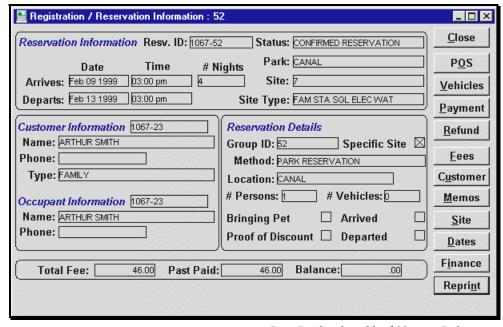
Note - The Refund button is displayed instead of the Voucher button.

2. Fees are reduced, as a result of a transfer, change in fees, etc., causing the amount owed (Total Fee) to be less than the amount paid (Past Paid). The *Reservation/Registration* window shows a negative balance.



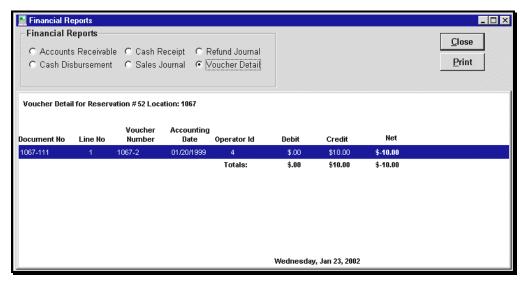
Fees reduced by \$10, resulting in negative balance

- 3. To issue a refund for the difference, click the **Refund** button.
- 4. The **Past Paid** is reduced by the amount of the difference, and the **Balance** is reset to zero.



Past Paid reduced by \$10, zero Balance retained.

- 5. A request is created for the amount of the reduction.
 - To view the financial details, click **Finance Detail** on the *Registration/Reservation* window, then select the *Voucher Detail* tab.



Voucher Detail shows voucher available for \$10

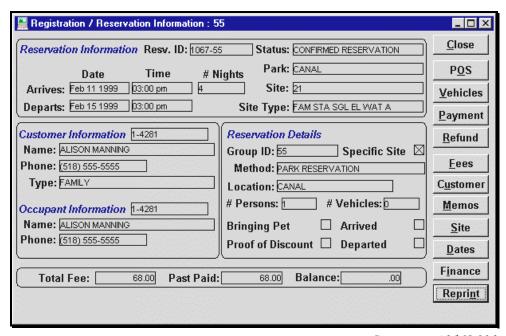
6. The refund will be processed at the CRS once the records are exported by ParkLink. A check will be sent to the customer by NCMO.

Note - The Park should NOT refund any cash to the customer.

Credit Card Payment Type

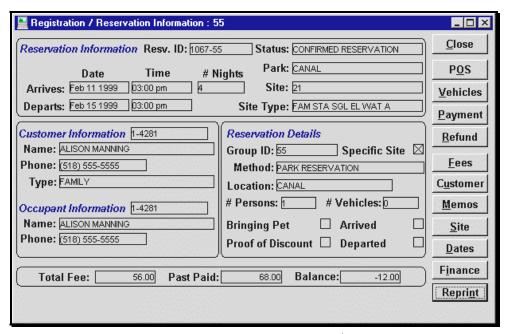
Use the following scenario as a guide for payments using credit card payment types.

1. The reservation is paid in full using a credit card payment type and has a zero balance.



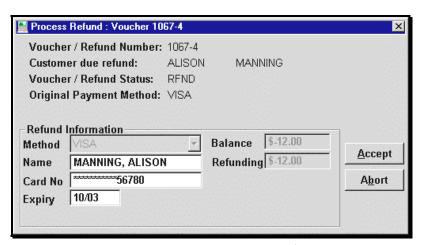
Customer paid \$68.00 by VISA

2. Fees are reduced, as a result of a transfer, change in fees, etc., causing the amount owed (Total Fee) to be less than the amount paid (Past Paid). The *Reservation/Registration* window shows a negative balance.



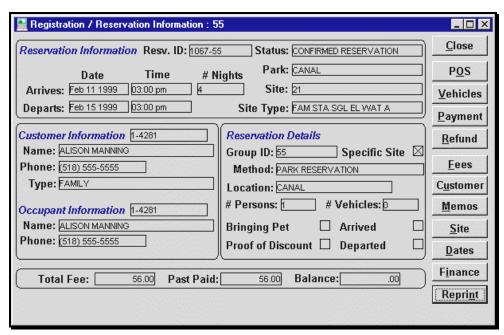
Fees reduced by \$12.00, resulting in negative balance

- 3. To issue a refund for the amount of the difference, click the **Refund** button.
- 4. Since this reservation was paid by credit card, a refund request is issued and the *Process Refund* window prompts the user to confirm the refund process.



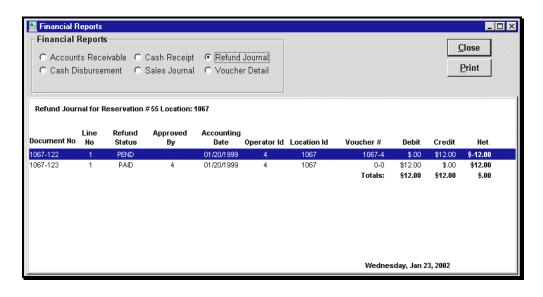
Process \$12.00 Refund to credit card

- 5. Click **Accept** to refund the money to the customer's credit card.
- 6. The **Past Paid** is reduced by the amount of the difference, and the **Balance** is reset to zero.



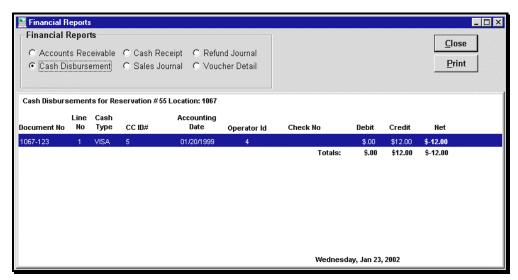
Past Paid reduced to \$56.00, zero Balance retained

- 7. To view the financial details,
 - Click **Finance** Detail on the *Registration/Reservation* window, then select the *Refund Journal* tab to view the refund detail. The refund is shown as PAID.



Refund of \$12.00 paid to credit card

• The Cash Disbursement tab shows financial details.



\$12.00 disbursed to credit card

Parameter Settings Reference

- Credit Card Default Process (FINA, VOUCHER, 4) = YES (issue immediate refunds for credit card payments).
- Non Credit Card Default Process (FINA, VOUCHER, 5) = NO (refunds issued for non-credit card payment)
- Automatic Voucher Creation (FINA, VOUCHER, 8) = **NO** (suppress automatic creation of voucher when fees are reduced below the amount paid the Refund button is displayed on the *Reservation* window)
- **Refund at Park** (FINA, VOUCHER, 9) = **NO** (suppress paying of refunds by Park)
- **Vouchers Allowed** (FINA, VOUCHER, 11) = **NO** (ensure ownership of vouchers is by CRS)